

W-02353A-14-0323



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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Michael Buck

Phone: 2014 SEP 24 A 11: 35 Fax:

Priority: Respond Within Five Days

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

ORIGINAL

Opinion      No. 2014 - 118867

Date: 9/24/2014

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By:      First: Lynn      Last: Wilson

Arizona Corporation Commission

DOCKETED

Account Name: Lynn Wilson

Home: SEP 24 2014

Street:

Work:

DOCKETED BY

City: Florence

CBR:

State: AZ      Zip: 85132

is:

Utility Company: Park Water Company, Inc.

Division: Water

Contact Name: Paul Juhl

Contact Phone:

Nature of Complaint:

DOCKET# W-02353A-14-0323 OPPOSED

To whom it may concern pertaining to,  
Park Water Company, INC.  
P.O. Box 85160  
Tucson, Arizona 85754

To begin, I have been a regular customer relying on Park Water Company since 06/01/1987. I have resided at that address I printed above.

Specifically I am not in favor of yet another rate increase. I am paying way to much for the actual amount of water I use right now.

The company has a long history of poor product delivery, with dozens of total outages without any explanation or advance warings or notifications. Some outages in the late 90's were 2 or 4 even six or more days at a time with no excuses or explanations.

On dozens of occasions over the past ten years, there were 6 or 9 hour outages with no warnings or explanations. When water service was finally restored the water was contaminated with dirt that resulted in water that looked like dark chocolate milk that I've had to purge out into tree wells to flow long enough until it began to clear up, wasting hundreds gallons of precious water that I have to pay for. This same dirt filled water has ruined dozens of expensive \$40.00 refrigerator spinout filters that are standard on modern day refrigerators with ice makers, that I currently use now in my home. Does Park Water Company buy me new replacement filters when they contaminate the water during repairs on the outages. NO THEY DON'T!

The entire neighborhood, my home included just experienced another one of these unexplained outages on Wednesday afternoon from 4:30 pm until 7:00om on 09/17/14. This was a total 100% outage with not a drop to my house.

Water pressure is always a concern, it is not very good. Very whimpy pressure is the regular norm, it always has been. It never has gotten better in 27 years.

Lastly, to expect to charge any customer \$9.88 for 1000 gallons of water from the 8.80 currently charged for usage over 9000 gallons is just robbery! It's no wonder the more financially able neighbors paid to have their

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own wells dug. It's to bad the company cries so much. I think they are deceitful in their request when their excuses are always unaudited.

Sincerely,

Mr. Lynn W. Wilson

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

9/24/14 DOCKETED

CLOSED

Inquiry No. 118869 sent to company.

\*End of Comments\*

Date Completed: 9/24/2014

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